DOCUMENT RESUME

ED 056 720 LI 003 229

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TITLE	An Evaluation of Oregon's Participation in the Pacific Northwest Bibliographic Center.
INSTITUTION	Oregon State Library, Salem.
REPORT NO	Libr-RP-1-69
PUB DATE	69
NOTE	32p.; (2 References)
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	*Bibliographic Citations; *Cataloging; *Evaluation; *Interlibrary Loans; Libraries; *Library Cooperation
IDENTIFIERS	Centralized Processing; *Oregon; Pacific Northwest Bibliographic Center; PNBC

ABSTRACT

The purpose of this study was to survey and evaluate past and current participation in the Pacific Northwest Bibliographic Center (PNBC) by Oregon libraries. Summarized, the findings were: (1) the PNBC has become a major source of assistance in the flow of interlibrary loans and bibliographic data; (2) it is part of a variety of formal and informal networks not only in the Pacific Northwest, but also linked to numerous other agencies across the United States and Canada; (3) the greatest percentage of PNBC's member libraries are academic libraries; and (4) approximately one-fourth of all requests channeled through PNBC are for materials not held anywhere in the region. This study specifically discusses the services of the PNBC and the Oregon membership in the PNBC. (Appended are tabulated results of a PNBC Opinionnaire.) (Author/NH)

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AN EVALUATION OF OREGON'S PARTICIPATION IN THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

LI 003 229

LIBRARY RESEARCH PAPER 1-69
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OREGON STATE LIBRARY
SALEM, OREGON 97310

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ABSTRACT

Purpose of Study

The purpose of this study was to survey and evaluate past and current participation in the Pacific Northwest Bibliographic Center by Oregon libraries. In carrying out this purpose recognition was made of the need for coordination and integration with concurrent studies by:

1. The Washington State Library, in which they will make a complete analysis of the Pacific Northwest Bibliographic Center in relation to its future course and to the state's network activities, and
2. The Bureau of Business and Economic Research of the University of Oregon, in which they will establish the level of demand and resources for library services in Oregon and define the scope within which interlibrary cooperation can play a role in improving and expanding such service.

Summary of Findings

1. Although the Pacific Northwest Bibliographic Center (PNBC) has engaged in a variety of services since its inception, at the present time its primary emphasis is on location and interlibrary loan assistance.
2. Oregon's members of PNBC apparently view the Center's services as desirable and essential. However, concerns have been expressed on these points: the amount paid in fees is often high in relation to the number of requests submitted; some libraries lend more than they borrow and yet contribute at the maximum fee level; service often seems slow.
3. Former members gave parallel viewpoints. All past members gave lack of funds or small usage of the Center's service as prime reasons for dropping their membership.
4. The amount of time elapsing between receipt of a request at PNBC and

the date on which it is forwarded to the primary location averages seven days. In those instances when the time span is lengthy the difficulties seem to stem from: requests for materials of questionable legitimacy from the standpoint of interlibrary loan standards; inaccurate and/or incomplete requests; unusual subject matter; the filing backlog for the Union Catalog.

5. Of the more than two hundred libraries who are members of PNBC, approximately one-fourth are location in Oregon. During 1968-69, forty-nine Oregon libraries were members--representing 23 public libraries, 18 academic libraries, one community college, 6 special libraries, and the Oregon State Library.

6. Approximately twenty percent of all requests for location and loan service received by PNBC originate with Oregon members. During the last ten years the proportion of requests from Oregon's academic libraries has grown at a faster rate than those from public and special libraries.

7. Oregon has seventeen libraries whose holdings are included in PNBC's Union Catalog and, as a result, are called upon to lend to other members. It appears that the University of Oregon, Oregon State University, the University of Washington, and the Library Association of Portland bear the heaviest load of requests originating in Oregon and channeled through PNBC.

8. PNBC recommends that public libraries channel their requests first to the State Library; those requests not filled at the state level may then be forwarded to PNBC. In this regard there might be benefits for all if the libraries of Oregon could utilize formal channels, coordinated statewide, for improvement of library cooperation.

SERVICES OF PNBC

What Services Does PNBC Offer?

Although the Pacific Northwest Bibliographic Center has engaged in a variety of services since its inception in 1940, at the present time it devotes the majority of its efforts to two areas--location service and interlibrary loan assistance.

Its original objective was two-fold. In functioning as an agency for regional library cooperation, the Center proposed to: (1) facilitate exploitation of existing resources of the region, and (2) foster their future growth. In implementing these objectives, the Center established its Union Catalog of the major holdings of the region, and undertook various forays into the surveyal and description of regional resources. The latter included government documents, unpublished research materials, and culminated in Van Male's Resources of Pacific Northwest Libraries--a comprehensive survey of the resources of nearly every library in the region, designed to reveal the accomplishments, aims, and objectives of each participant.

At later dates, a bibliographic information service was offered to supply libraries with data for acquisitional and cataloging purposes, the identification and comparison of editions, and the prevention of unnecessary duplication of acquisitions. A joint purchase agreement was negotiated but did not truly operate. A cooperative "last copy" program was initiated. At a meeting in 1945, other suggestions were received for new projects, and as a guide in selecting the Center's future activities it was agreed that only those functions not performed by another agency would be assumed by PNBC.

However enthusiastic the supporters may have been about these projects, through the years nearly all but the Union Catalog and interlibrary loan assistance have faded. Activity in this area, though, has nearly doubled in the last ten years.

As part of its present service, upon receipt of a request from a member library for location of a given book or other printed material the staff consults its Union Catalog to determine which libraries in the region may own it. If none does, the search may be extended to the National Union Catalog and to catalogs for other parts of the country, if the borrowing library so desires.

The Center then arranged the interlibrary loan for its member by routing each request to a holding library. As an additional service it also supplies alternative locations for use by the borrowing library if the first library is unable for any reason to fill the request.

In relation to the Center's original objectives, its current activities appear deficient. However, the decrease in number of specific activities in which the Center currently engages should not be taken as an indication of decreased activity generally or a lessening of quality of the remaining activities. An examination of the main reasons why the Center has narrowed its field shows first of all, that some of the earlier projects were designed for short duration only. In other instances, groups of agencies assumed responsibility for specific functions and, in keeping with its rule to not supplant but to supplement, these functions were dropped by the Center.

Finally, the Center's administration viewed its prime function as location and loan assistance. As noted earlier, this activity has increased sharply--from 10,800 requests received in 1950 to nearly 20,000 in 1967--and has necessitated a heavy shift of staff time from other activities.

How Do Oregon Members View This Service?

In an attempt to determine their reaction to PNBC's service, an opinionnaire was mailed to each present and past member.[1] Out of 61 opinionnaires mailed, 46 (74 percent) were returned. On the basis of responses made, there appears to be

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[1]A copy of the opinionnaire and a tabulation of responses are appended.

a feeling of general satisfaction and a desire for the Center to continue its operation. However, qualifications were also noted. While the respondents tended to look upon their participation as beneficial and as a contribution to regional cooperation, they also felt their membership was costly--for some this was in terms of the number of requests in relation to their membership fees; for other libraries this was in terms of volumes lent in relation to volumes borrowed. Several libraries felt the present service was too slow.

Nearly all the 36 present members who responded indicated some degree of financial concern. They felt the basis for establishing fees was inequitable, difficulties were encountered in paying fees, or their fee-per-request average was too high. Responses from libraries that have dropped their membership indicate a similar viewpoint. All of the ten responding said they lacked the necessary funds or their usage of PNBC was too small to warrant membership.

Four noted that their membership fees were paid at the expense of needed library materials, but one also felt that while their requests were few in number, their membership fees were not large enough to allow them to purchase the books requested. Another thought perhaps they could purchase the materials requested.

Two libraries suggested that some allowance might be made in the fee structure for the larger libraries who are called upon to lend, noting that in some cases these libraries lend more than they borrow and yet contribute the maximum amount in membership fees.

In addition to giving a positive reply to the specific question of whether PNBC should continue its service, many libraries volunteered other statements amplifying this reaction. As an example, one librarian wrote: "It is worth a great deal to a smaller library to be able to say, 'If we don't have it, we can get it for you'...Mutual confidence is promoted by such a promise, and I for one would be reluctant to give up the channels for carrying through on such a promise, even though it costs us $10 per unit." Another stated, "We couldn't manage

without some kind of service of this kind." Still another wrote, "We do not have many requests for PNBC but they are for people whom we could not serve in any other way. We appreciate the service even if it is expensive from the standpoint of the number of times it is used in a year."

It is interesting to note that in spite of apparent hardships all respondents except one would like to see PNBC continue its operation. This library expressed dissatisfaction with the slowness of the Center's service (it thought this might be overcome if additional staff were available) and with the low percentage of requests filled.

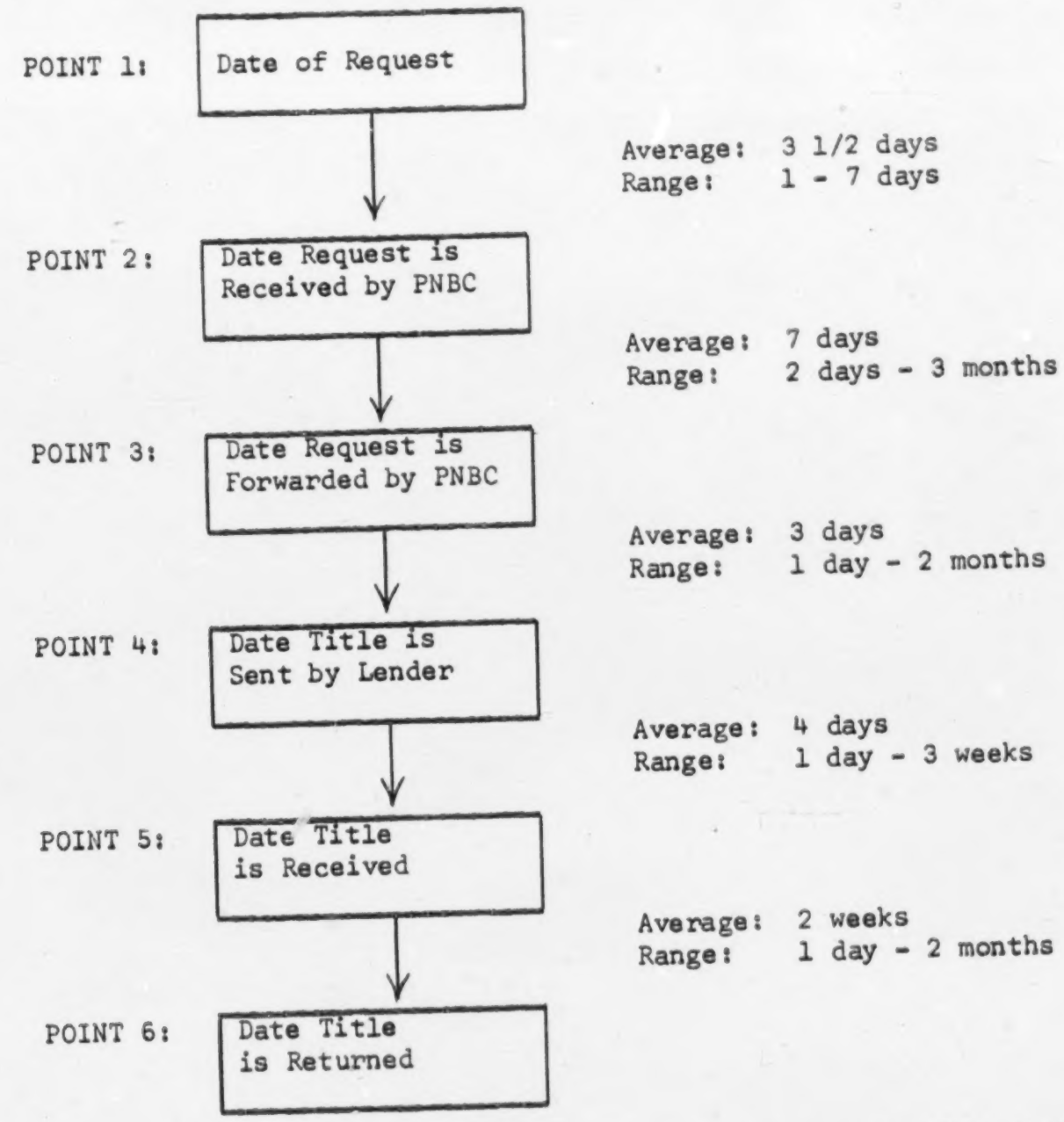
Other libraries also commented on the time involved in filling requests, and several suggestions were offered for alleviating the problem--installing teletype; referring requests directly from the Oregon State Library when that agency is unable to meet a request; eliminating the filing arrearages in the Union Catalog; converting the Catalog to magnetic tape. Three libraries would like to receive a better interim report on progress when a search becomes lengthy.

Time Sequence in Filling Requests

How much time is actually involved? The prime purpose of lending between libraries is, of course, to make available, in the shortest practical time, material which is not in the possession of the borrowing library. From the standpoint of the individual desiring the material and of cost involved for the borrowing and lending institutions, the time consumed in this lending process is a critical factor. An attempt was made to examine the range and average amount of time elapsing during the various phases of lending when PNBC is involved, including (for the sake of completeness) those phases beyond the jurisdiction of PNBC.

The events occurring during the borrowing-lending process may be though of as strategic points along a time sequence which is marked at either extreme by the date on which a request is made and the date on which the material is returned.

The following averages and ranges were derived from a sampling of interlibrary loan forms sent to PNBC following final transactions.



No hard data is available on the time consumed between certain of these points; rather, estimates have been made above for those instances. Time between points 1 and 2 has been estimated at from 1 day to 1 week, with an average of approximately 3 1/2 days.

The range of time between points 2 and 3 is from 2 days to 3 months, with the average about 7 days. Based on a sampling of records and the experience of the staff directly involved, it appears that approximately 80 percent of all requests received by PNBC lend themselves to routine handling and are forwarded to the first location within a week to 10 days of the time received. The remaining

20 or so percent are of such a nature as to result in up to several months' time elapsing before they are forwarded. Some of the reasons for delay here will be examined shortly.

At this point, PNBC's involvement ceases and the remaining parts of the transaction are handled directly by the interested libraries. However, for completeness and general interest the time elapsing during subsequent points has also been included here.

Between points 3 and 4 several problems may arise, the most common of which is delay due to receipt of a request for an item already in circulation or located in a branch library. The majority of requests, however, appear to be handled promptly with the average taking about three days.

Of interest to the individual borrowing the title is the time between his request and actual receipt of the material desired. This may extend from less than one week to more than five months, with an average of three weeks. Likewise, the lending library is concerned with the time during which the material is in circulation and hence not available for the next patron. This involved from less than one week to two and one-half months, with the average at about three weeks.

Data from which these ranges and averages were taken are shown on Table 2 in the Appendix.

Problems Related to Loan Requests

1. Time Required to Fill Requests

As mentioned earlier, several of Oregon's current members of PNBC feel there is a real need for the Center to expedite its location and loan service. It also appears that the majority of requests received at the Center are processed and forwarded to the lending library within a week or 10 days. Until such time as sophisticated operations of a mechanized nature are adopted, it is unlikely that this time can be reduced to any great extent.

What, then, of the remaining twenty-some percent of requests whose location

search may take up to several months to complete? What causes the delay? For the sake of exactness, each of these requests should be analyzed individually, but this was not possible within the limits of time allowed. However, certain generalizations can be made on the basis of examination of a sampling of request forms and from interviews with staff members who actually conduct the location searches.

2. Reasons

Many libraries making requests do not own bibliographic tools necessary for accurate citations. Information supplied by individual patrons may be incomplete or inaccurate. Catalog entries may vary considerably from one library to another. Contrary to generally acceptable standards for interlibrary loan, requests are often made for low-cost materials and fiction that might more rightfully be purchased by the borrowing library. These and other problems (such as lending restrictions by individual libraries) add in a marked degree to the time required for location searches. For an institution such as PNBC with its large volume of activity, each change or addition it must place on the original request in order to render it usable results in a sizeable expense in terms of time and staff involvement. Ultimately this extra cost is borne by all members.

There is an additional problem area which contributes to costly time consumption in location searches. A backlog of filing into the Union Catalog has existed for many years, as was noted by Dr. Raynard C. Swank in his 1958 study.[2] Periodically since then, concentrated attempts have been made to bring this filing up to date. However, the number of cards contributed is increasing yearly (the annual contribution from regional libraries is about 200,000 and from the Library of Congress another 45,000 to 100,000). At the same time, the number of requests for location service has also grown. Staffing, meanwhile, has not

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[2] Swank, Raynard C., "The Pacific Northwest Bibliographic Center: A Survey". Seattle: Pacific Northwest Library Association, Library Development Project, March 1, 1958, (Mimeographed.)

increased correspondingly. While the staff apparently recognizes the Union Catalog as the mainstay of the Center and maintenance of it as essential, completion of location and loan requests has been taken as the Center's prime function. Consequently, the job of completing requests as rapidly as possible has taken priority over filing.

The situation does result in an expensive expenditure of staff time while conducting a search. Each additional source consulted is time-consuming and costly. However, on the positive side it should be pointed out that office procedure is such that all cards are available for use almost immediately upon receipt at the Center. Additional staff who would devote their time to eliminating this filing backlog might be worth the Council's consideration.

3. Remedies

PNBC recommends that for maximum efficiency in service the following suggestions be followed. Requests from most public libraries should be sent first to the State Library; those requests which that agency cannot fill may then be forwarded to the Center. In submitting requests, libraries are asked to use standard ALA approved interlibrary loan request forms and, for prompt service, complete and accurate information should be given and the reference verified if possible. The source of the reference should be given. Requests for periodicals should give the article citation including pages. Willingness to purchase photocopy or microfilm should be indicated, as most magazines are not available in original form. Unfortunately, these guidelines cannot be or are not always followed.

In earlier years a request that could not be filled by the Oregon State Library was forwarded to PNBC by that state agency if the borrowing library so desired. This was true for members and non-members alike. This practice, of course, meant that member libraries were bearing the burden of cost of service to non-members, and in 1965 PNBC requested the practice stopped.

Since that time the Oregon State Library, when unable to fill a request,

returns the request to the borrowing library. If a member library is involved, it then assumes the responsibility of forwarding its own request to PNBC. In all of the other states except Oregon, however, the state library assumes responsibility for retyping the request on an approved ALA form and forwarding to PNBC. As noted above, many public libraries do not own printed tools necessary for accurate citations; state libraries do.

OREGON MEMBERSHIP IN PNBC

Membership in PNBC can be either of two types--participating or contributing. As a participating member the library is entitled, upon payment of a fee based on its annual budget, to forward to PNBC any number of legitimate requests for location and loan assistance. In addition to this privilege, contributing members periodically submit to the Center a main entry card for each accession and, in turn, are periodically called upon to lend from their resources.

Participating Membership

During 1967-68 a total of 205 libraries were members of PNBC. As shown below, slightly less than one-fourth of these were located in Oregon.

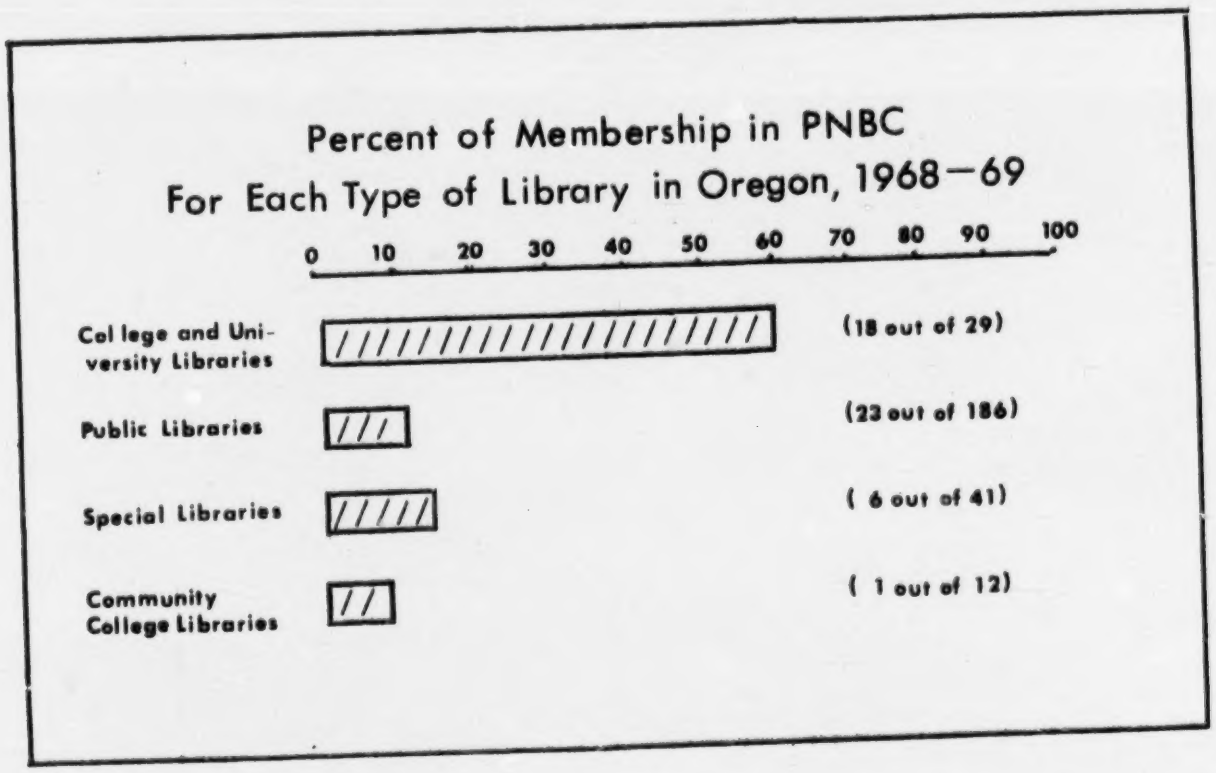
1967—68 PNBC Membership, By State

Washington	92
OREGON	50
Montana	24
Idaho	24
British Columbia	10
Alaska	5
	205

Although the total number of members from all states has varied each year since the Center's beginning, the respective proportion in each state has remained fairly constant. Oregon's membership has regularly constituted 20 to 25 percent of the total. (As covered later in this report, Oregon libraries also contribute about 20 percent of all requests received by PNBC.)

Two libraries dropped their membership at the end of the last fiscal year and one new library joined, leaving the forty-nine members listed on the following page for 1968-69. Examination of this list shows twenty-three public, eighteen college and university, six special, one community college library, and the Oregon State Library.

The following chart shows the extent of Oregon's membership, by type of library, in terms of percentage of participation. It is immediately apparent that the percentage of academic libraries who belong is far greater than the comparable percentage of other types of libraries.


Percent of Membership in PNBC
For Each Type of Library in Oregon, 1968—69
0 10 20 30 40 50 60 70 80 90 100
College and University Libraries
(18 out of 29)
Public Libraries
(23 out of 186)
Special Libraries
(6 out of 41)
Community College Libraries
(1 out of 12)

Oregon Members of PNBC, 1968–69

Academic Libraries:

Eastern Oregon College
George Fox College
Lewis and Clark College
Linfield College
Marylhurst College
Mt. Angel Abbey
Mt. Angel College
Oregon State University
Pacific University
Portland State College
Reed College
Southern Oregon College
University of Oregon
University of Oregon Dental School
University of Oregon Medical School
University of Portland
Western Conservative Baptist Theological Seminary
Willamette University

Public Libraries:

Ashland
Astoria
Clackamas County
Coos Bay
Corvallis
Deschutes County
Douglas County
Eugene
Hood River County
Josephine County
Klamath County
Klamath Falls
Lake County
Library Association of Medford and Jackson County
Library Association of Portland
Malheur County
Newport
North Bend
Salem
Tillamook County
Toledo
Umatilla County
Woodburn

Community College Libraries:

Blue Mountain Community College

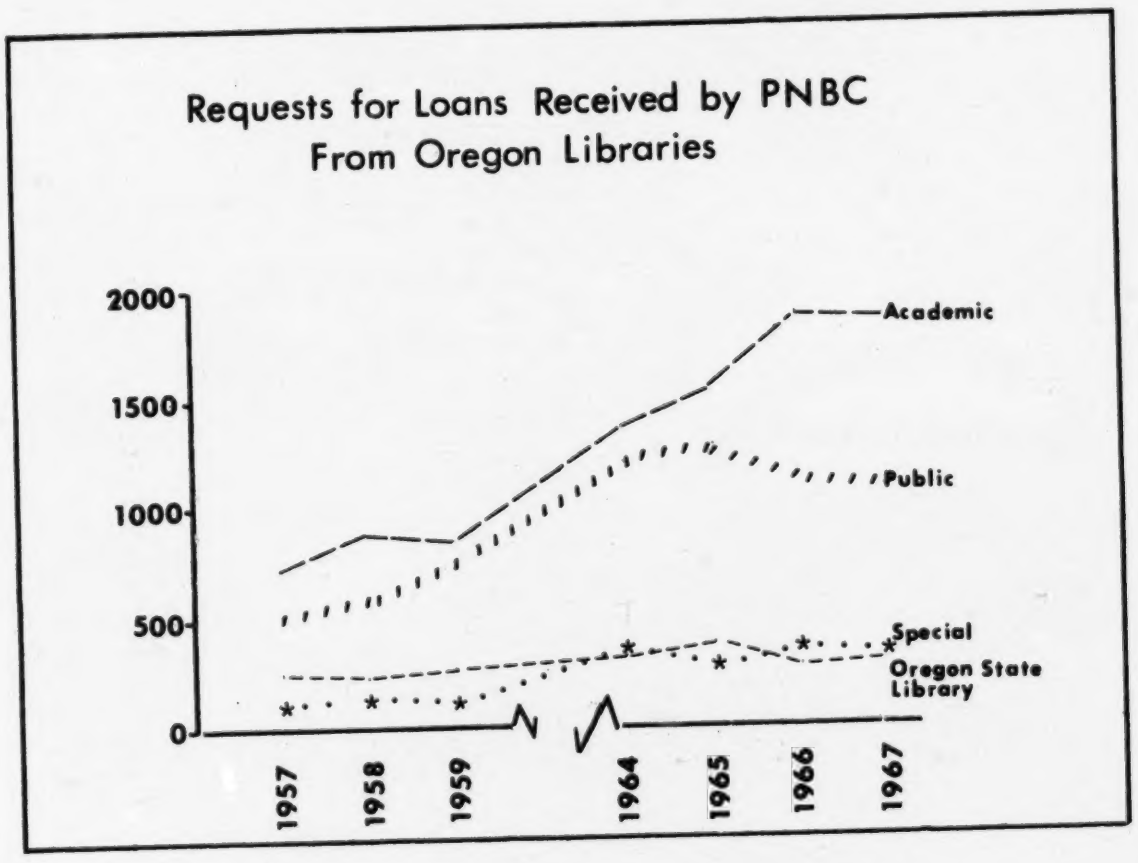
Special Libraries:

Field Emission
Hyster Corporation
Oregon Graduate Center for Study and Research
Oregon Historical Society
Tektronix
U. S. Department of the Interior

Utilization of PNBC's Location Service

There is also a pattern of greater utilization of PNBC's service by academic libraries than by other types within Oregon. For a period of years the number of requests sent to PNBC by academic and public libraries increased at a common rate. However, since 1966 the number from academic libraries has continued to increase while those originating with public libraries has decreased sharply. This date coincides with issuance of the State Library's Master Book Catalog and it may be due to this simplified access to the state's collection that public libraries have evidenced a decreased dependence upon PNBC for location purposes.

Special libraries and the Oregon State Library have not shown an appreciable change in their number of requests to PNBC during the last ten years.



Contributing Membership

Selection of the libraries whose holdings formed the nucleus of the Union Catalog was made on the basis of: (1) the size and value of each collection, (2) ability and willingness to share in the financial support of the Center, (3) use of standard cataloging practices, (4) willingness to lend, (5) resources which appeared to augment rather than duplicate the holdings of other libraries in the region.

Little change was made in the list of original libraries until 1958 when the scope of the Catalog was reviewed. Since that time six libraries, whose holdings were felt to contribute little unique material, have not contributed cards to the Center. Their holdings prior to the time of withdrawal are still included in the Union Catalog.

Originally, all material deemed important enough by each individual library to be cataloged for its collection was felt to be important enough for inclusion in the Union Catalog, hence no restrictions were put on the cards contributed. Since 1958, however, PNBC has requested the following items not be included: (1) books in braille and talking books, (2) books in juvenile collections, (3) motion picture films, (4) phonograph records, (5) provincial and state documents, federal documents, and United Nation documents, (6) maps, and (7) analytics, except in the case of monographs.[3]

In actual practice it is often difficult for a library to sort out the cards for these items before mailing to the Center; likewise, it would be time-consuming for the Center's staff to do the sorting. As a result there is a general lack of uniformity regarding the materials actually covered in the Union Catalog, and it would be nearly impossible to say to what extent each library's holdings are reflected in the Catalog.

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[3]Pacific Northwest Bibliographic Center, The Pacific Northwest Bibliographic Center: Manual of Information for Participating Libraries, revised edition, (Seattle: University of Washington, 1966), p.9.

Pacific Northwest Libraries Listed in the Union Catalog

British Columbia	
Provincial Archives, Victoria	C-VicAr
Provincial Library, Victoria	C-VicPr
Public Library Commission, Victoria	C-VicPr
University of British Columbia Library, Vancouver	C-VU
Vancouver Public Library, Vancouver (Withdrew in 1965)	C-V
Idaho	
Boise Public Library, Boise	IdB
Idaho State University Library, Pocatello	IdPS
University of Idaho Library, Moscow	IdU
University of Idaho Law Library, Moscow	IdU-L
Montana	
Historical Society of Montana Library, Helena	MtHi
Montana College of Mineral Science and Technology Library, Butte	MtU-M
Montana State University Library, Bozeman	MtBozC
University of Montana Library, Missoula	MtU
Oregon	
Eastern Oregon College Library, LaGrande (Withdrew in 1958)	OrLgE
Library Association of Portland	OrP
Mt. Angel Abbey Library, St. Benedict	OrStbM
Oregon College of Education Library, Monmouth (Withdrew in 1958)	OrMonO
Oregon Historical Society Library, Portland	OrHi
Oregon State Library, Salem	Or
Oregon State University Library, Corvallis	OrCS
Oregon State University Institute of Marine Biology Library, Coos Bay	OrCS-MB
Portland State College Library, Portland (Withdrew in 1958)	OrPS (formerly OrPE)
Reed College Library, Portland	OrPR
Southern Oregon College Library, Ashland (Withdrew in 1958)	OrAshS
University of Oregon Library, Eugene	OrU
University of Oregon Dental School Library, Portland	OrU-D
University of Oregon Law Library, Eugene	OrU-L
University of Oregon Medical School Library, Portland	OrU-M
University of Oregon Oriental Museum Library, Eugene	OrU-Or
Willamette University Library, Salem	OrSaW
Washington	
Ben Tidball Memorial Library, Olympia (Withdrew in 1958)	WaOB
Everett Public Library, Everett	WaE
Gonzaga University Library, Spokane	WaSpG
Seattle Public Library, Seattle	WaS
Spokane Public Library, Spokane	WaSp
Tacoma Public Library, Tacoma	WaT
University of Puget Sound Library, Tacoma	WaTC
University of Washington Library, Seattle (Not in Union Catalog, but its catalog is available for consultation)	WaU
University of Washington Law Library, Seattle	WaU-L
Washington State Library, Olympia	Wa
Whitman College Library, Walla Walla	WaWW

Lending by Oregon Libraries Through PNBC

The seventeen Oregon libraries which have contributed to the Union Catalog are called upon to lend their materials to a varying extent depending upon the nature of their collection, availability at other locations, local lending restrictions, geographic proximity to the borrowing library, and the relative amount of current lending through PNBC.

In determining the order in which libraries are listed as primary or secondary locations, the Center considers all these factors. It strives, when possible, to list as the primary location that library which is closest to the requesting library. However, this determination is tempered by acknowledgement of restrictions each location may have regarding the material in question and the areas to which it will lend, and also by the number of other requests recently forwarded there so that no library is too heavily burdened.

No attempt has been made here to measure the extent of this burden in terms of staff time and salary or supplies required, as this will vary somewhat among libraries.

While it would be desirable to measure the extent to which each library receives and fills PNBC requests for lending, this was not feasible in view of the lack of centralized records. Instead, examination was made of all requests originating in Oregon for which final transactions were completed during the Fall of 1968. No check has been made of the accuracy with which generalizations may be made from these figures, as such a check would also require accumulation of data over a period of time too vast for purposes of this study. However, there appears to be no obvious reason why the figures presented on Table 4 in the Appendix should not reflect the true picture accurately enough to make certain observations.

One observation is that a large number of requests by Oregon libraries are being referred to libraries outside the Pacific Northwest region. Examination of the titles on these requests shows a preponderance of genealogical and historical materials. In every instance, the secondary location cited was also outside the

region, leading to the assumption that the material in question is not available within the region or at least not known to be.

As might be expected, the libraries within the region that carry the heaviest load of requests from Oregon libraries are the University of Oregon, Oregon State University, the University of Washington, and the Library Association of Portland.

What these figures also say is that over a third of the material sought through PNBC by Oregon patrons seems to be available within this state, but the communication links which would convey this knowledge are not available.

SUMMARY

The Pacific Northwest Bibliographic Center does not function in isolation. Begun primarily as a tool for improving interlibrary cooperation for institutions within a relatively isolated region, it has grown through the years to become a major source of assistance in the flow of interlibrary loans and bibliographic data. Currently, it is one part of a variety of formal and informal networks stretching not only throughout the Pacific Northwest, but also linked to numerous other agencies across the United States and Canada.

Its existence, of course, is dependent upon financial and moral support from its members. It appears that although Oregon members have some sincere concerns regarding their local ability to finance PNBC's services, they also view these services as highly desirable and worthy of continuance.

Nearly one-fourth of PNBC's member libraries are located in Oregon. Likewise, Oregon libraries account for approximately 20 percent of all requests received at the Center for loan and location assistance. A far greater percentage of academic libraries are represented in this membership than are other types of libraries. Again, the academic libraries are submitting an increasingly greater percentage of requests than are public libraries. One of the most influential reasons for the latter situation may be greater direct use by public libraries of the Oregon State Library as their primary lending source.

It seems that about one-fourth of all requests for lending that orignate in Oregon and are channeled through PNBC are for materials not held anywhere in the region. These requests are predominately for genealogical and historical materials. An additional third of these requests are forwarded initially to libraries within the region, but outside Oregon. The remaining requests--over one-third of Oregon's requests to PNBC--are for materials available within Oregon, but apparently the communication links which would convey this knowledge are not available. It would be interesting to compare a similar breakdown of percentages in a state where such communication is available.

APPENDIX

OREGON STATE LIBRARY

STATE LIBRARY BUILDING • • • SALEM, OREGON • • • 97310

TOM McCALL
GOVERNOR

ELOISE EBERT
State Librarian

DATE: November 12, 1968

TO: All Past and Current Members of PNBC

FROM: Eloise Ebert, State Librarian

SUBJECT: PNBC Opionnaire

As reported in the October Letter to Libraries, the Oregon State Library is currently conducting a study of Oregon's participation in the Pacific Northwest Bibliographic Center. I feel it will be to our mutual advantage to make this as complete a study as possible.

The majority of data needed for this analysis are available in reports presently on hand. However, there are certain questions which I feel can best be answered through direct contact with you. As a past or current member your opinions based on your experiences with PNBC are being sought.

Please take a few minutes to complete the attached opinionnaire. It is designed to be folded in the center and stapled on the ends. It carries a reply postage permit so no additional envelope or postage is needed. You will note that no identification is needed, as we wish you to feel free to express your opinion. This also means that no follow-up is possible if you fail to return your opinionnaire, and complete returns are important.

If you have any questions please call or write Mrs. Jan Clemmer. Research Analyst, Oregon State Library, Salem. The telephone number is 364-2171, extension 425

We would appreciate having your reply by November 27.

EE:ls

If you are not presently a member of PNBC, please ignore questions 1 and 2 and complete question 3 only.

1. If you are presently a member, please circle the number that best describes your response to each of the following statements:

	Strongly Agree	Mildly Agree	Neutral	Mildly Disagree	Strongly Disagree	Additional Comments
a. The current practice of basing membership fees on annual budgets seems equitable.	1	2	3	4	5	
b. Our membership fee is well spent in terms of service received	1	2	3	4	5	
c. Our membership is a contribution to regional cooperation	1	2	3	4	5	
d. We do not have much difficulty paying our membership fees.	1	2	3	4	5	
e. The majority of requests we send to PNBC are filled	1	2	3	4	5	
f. We would like to see PNBC continue its present service	1	2	3	4	5	

2. What suggestions do you have for improving PNBC's service?

3. If you have been, but are not presently a member of PNBC, please check those statements which best describe your situation:

a. _____ We would like to belong, but lack the funds.
b. _____ We feel we do not need PNBC's service.
c. _____ PNBC's service has been unsatisfactory.
d. _____ We plan to join PNBC again if our budget permits.

Additional comments: _____

Please fold, staple at the ends, and mail. Thank you for your cooperation.

November 1968

OREGON STATE LIBRARY
PNBC OPINIONNAIRE

TABLE 1
Tabulation of Responses to PNBC Opinionnaire

Question 1: If you are presently a member, please circle the number that best describes your response to each of the following statements. (1=strongly agree; 2=mildly agree; 3=neutral; 4=mildly disagree; 5=strongly disagree)

	Academic & Community College Libraries					Public Libraries					OSL and Special Libraries					All Responses				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. The current practice of basing membership fees on annual budgets seems equitable.	3	4	3	2	2	5	7	2	2	1	3	2	-	-	-	11	13	5	4	3
b. Our membership fee is well spent in terms of service received.	3	5	2	2	2	5	5	6	1	-	1	2	1	1	-	9	12	9	4	2
c. Our membership is a contribution to regional cooperation.	4	6	3	1	-	12	3	1	1	-	2	1	2	-	-	18	10	6	2	-
d. We do not have much difficulty paying our membership fees.	1	5	4	4	-	7	5	1	2	2	2	3	-	-	-	10	13	5	6	2
e. The majority of requests we send to PNBC are filled.	11	2	-	1	-	14	3	-	-	-	1	3	1	-	-	26	8	1	1	-
f. We would like to see PNBC continue its present service.	10	3	-	1	-	16	1	-	-	-	4	1	-	-	-	30	5	-	1	-
Total Number Responding	14					17					5					36				
Total Number of Opinionnaires mailed out to current members.	19					23					6					48				
Percent Responding	79%					74%					83%									

Table 1, continued: TABULATION OF RESPONSES TO PNBC OPINIONNAIRE

Additional comments to question #1:	Acad.	Public	Special
a. The present method is complex and time-consuming		1	
A unit charge might be more equitable	1	1	
A more effective guide as to what budget figure to use should be provided	1		
An allowance should be made for libraries that contribute to the Union Catalog; for libraries that lend more than they borrow	1	1	
A study should be made of other possibilities		2	
Fees should be based on book budget		1	
b. We have not used their service			1
We use PNBC's service very little	1	3	
In terms of our usage the fee is high	1	4	
Expensive but worthwhile		1	
$5.00 per request		1	
$2.40 per request submitted; $3.39 per request filled		1	
$4.17 per request filled			1
$10.00 per request submitted	1		
c. We can't use tax money as a contribution		1	
We belong only as a regional contribution; never use the service			1
We possibly could buy the requested books for the amount of our fee		1	
We can't afford to buy the items borrowed		1	
We can always use more money for materials	2	2	
d. Our's is a limited budget, but we feel the money is well-spent	2		
We budget for this		1	
We can seldom pay the entire fee	1	1	
e. 72 percent last year		1	1
75 percent		2	
81 percent last year		1	
Most are not filled	1		
Service is excellent		1	
Two unfilled out of 11 requests		1	
f. Inefficient; too slow	1	4	
We could not manage without this type of service	1		
PNBC is a sound base for future networks	1		
Perhaps replace with teletype	1		

Table 1, continued: TABULATION OF RESPONSES TO PNBC OPINIONNAIRE

	Acad.	Public	Special
Question #2: What suggestions do you have for improving PNBC's service?			
Add staff to increase speed	2		
Concentrate on filing arrearages	1		
Promote conversion to tape as a supplement to cards	1		
Discarding PNBC would be a tragic retrogression	1		
Perhaps teletype would add speed		1	
Expedite requests; speed is essential		4	
Service for items outside the region is too slow	1		
Need a better interim report when search is lengthy	1	1	1
Have broader representation of libraries in Union Catalog	1		
Eliminate other services until searchs are improved		1	
State Library should send unfilled requests directly and save time		2	
Question #3: If you have been, but are not presently a member of PNBC, please check those statements which best describe your situation.			
a. We would like to belong, but lack the funds	2	4	2
b. We feel we do not need PNBC's service		4	
c. PNBC's service has been unsatisfactory			
d. We plan to join PNBC again if our budget permits	2	2	

TABLE 2

Percent of Requests by Time Elapsing Between Various Events in the Borrowing—Lending Process

Elapsed Time	Date of Request to Date Forward by PNBC	Date of Request to Date Title Sent	Date Title Sent to Date Received	Date of Request to Date Received	Date Title Sent to Date Received	Date Received to Date Returned	Date of Request to Date Returned
1 - 3 days	.6	*	34.0		*	4.4	
4 - 6 days	3.1	2.2	39.1	3.5	.8	3.5	
7 days	31.1	10.4	12.7	6.3	6.8	11.4	.8
8 - 10 days	17.5	11.5	8.5	2.6	3.4	12.3	*
11 - 14 days	18.7	31.2	4.1	22.8	16.1	31.6	*
15 - 21 days	16.3	25.4	1.6	29.8	32.3	20.1	20.6
3 wk-1 month	8.7	9.8		21.9	24.6	12.3	27.8
1-1.5 months	1.8	4.0		2.6	12.7	3.5	25.1
1.5-2 months	.6	1.7		4.4	2.5	.9	13.5
2-2.5 months	.2	1.7		1.7	.8		1.7
2.5-3 months		.5		2.6			5.3
3-4 months	.6	11.1					2.6
4-5 months	.5	.5		1.7			2.6

*Less than .1 percent

TABLE 3

Requests for Loans Received by PNBC from Oregon Members

	1957	1958	1959	1964	1965	1966	1967	1968*
Academic Libraries:								
Eastern Oregon College	5		15	1	4	4	44	17
George Fox College	3	3	7	5	4	23	7	17
Lewis and Clark	89	55	36	30	49	46	39	1
Linfield College	8	4	3	100	54	48	62	58
Marylhurst College	13	4	7	3	6	13	12	2
Mt. Angel	7	20	10	17	55	38	11	13
Oregon State University	121	136	98	129	138	167	268	181
Pacific University	30	27	19	16	23	9	26	11
Portland State College	57	76	68	198	226	286	276	187
Reed College	74	112	169	180	345	309	186	175
Southern Oregon College	9	21	18	13	16	119	82	66
University of Oregon	276	280	355	586	530	595	583	558
University of Oregon - Medical School	14	15	7	21	25	22	82	67
University of Portland	12	31	10	67	54	173	143	87
Western Bapt. Theol. Sem.				1	4	5	6	
Willamette University	45	102	45	22	14	40	16	46
Total	763	886	867	1389	1547	1897	1843	1486
Special Libraries:								
Field Emission				123	84	153	135	150
Hyster Corp.				93	85	58	73	51
Oregon Historical Society				2	4			
Tektronix				39	59	48	24	14
U.S. Dept. of the Interior	102	117	111	84	47	87	81	25
Total	102	117	111	341	279	346	313	239
Community College Libraries:								
Blue Mt. Community College				1			8	12

*Figures represent requests received from January through October 15 only.

Table 3, continued: REQUESTS FOR LOANS RECEIVED BY PNBC FROM OREGON LIBRARIES

	1957	1958	1959	1964	1965	1966	1967	1968*
Public Libraries:								
Ashland	14	30	13	9	9	27	20	9
Astoria	38	46	49	117	51	36	63	38
Corvallis	13	4	1	18	15	27	32	31
Clackamas County	5	9	3	56	41	8	20	28
Coos Bay		3		43	12	12	30	19
Deschutes County	15	56	10	7	4	2		
Douglas County	58	64	61	200	286	218	214	192
Eugene	4	23	53	8	20	7	16	5
Hood River County	38	26	22	23	9	42	20	11
Josephine County	10	34	60	106	143	118	163	136
Klamath County	6	2	12	10	21	50	33	80
Klamath Falls	50	48	203	61	41	11	11	16
Lake County	7	3	1	2	5	10	2	2
Library Assn of Medford				26	10	13	23	18
Library Assn of Portland	171	113	98	267	363	234	224	219
Malheur County	24	46	24	102	66	66	65	51
Newport	1			11		12		
North Bend			1	2	4			
Salem	20	36	55	45	44	56	51	60
Tillamook County	19	16	21	27	68	69	60	27
Toledo					1	40	25	1
Umatilla County	20	10	5	27	38	38	18	37
Woodburn		1	30	34	34	10		
Total	513	570	722	1201	1285	1106	1090	980
Oregon State Library	256	246	263	312	368	269	308	157
STATE TOTAL	1634	1819	1963	3244	3479	3618	3562	2874

*Figures represent requests received from January through October 15 only.

TABLE 4

Percent of Mention as Primary Location for Lending on PNBC-Referred Requests Which Originated in Oregon

Oregon Libraries:	
Eastern Oregon College	*
Library Association of Portland	5.7
Mt. Angel Abbey	*
Oregon College of Education	*
Oregon Historical Society	*
Oregon State Library	3.8
Oregon State University	11.4
Oregon State University-Inst. of Marine Biology	*
Portland State College	.8
Reed College	4.2
Southern Oregon College	*
University of Oregon	14.8
University of Oregon Dental School	*
University of Oregon Law Library	*
University of Oregon Medical School	1.9
University of Oregon Oriental Museum	*
Willamette University	1.5
British Columbia:	
Provincial Archives	*
Provincial Library	*
Public Library Commission	*
University of British Columbia	1.9
Vancouver Public Library	.4
Washington Libraries:	
Ben Tidball Memorial	*
Everett Public	1.1
Gonzaga University	1.0
Seattle Public	4.6
Spokane Public	*
Tacoma Public	.8
University of Puget Sound	1.5
University of Washington	9.5
University of Washington Law	.4
Washington State Library	1.9
Whitman College	.3
Montana Libraries:	
Historical Society of Montana	*
Montana College of Mineral Science & Tech.	*
Montana State University	1.1
University of Montana	1.1
Idaho Libraries:	
Boise Public	*
Idaho State University	*
University of Idaho	1.1
University of Idaho Law	*
Out-of-Region Libraries:	25.8